

From: "ruth" <ruthe@newnorth.net> on 09/14/2004 02:10:59 PM

Subject: Study on Credit Bureaus Handling of Disputes

RE: Credit Reporting Agency Study Underway

I recently received copies of my credit report from three companies, Equifax, Experian & Transunion.

I have four credit cards in dispute at present, I sent the original dispute letters out in May of 2004, It has been well past the 30 day limit and none of the four have answered my dispute letters. They have NOT marked these accounts as "in dispute" on my credit report, instead they have marked them as delinquent.

Experian had my birth year as 1960, and I was born in 1946, at first they told me I was incorrect and they refused to change it, but after two weeks of haggling with them they finally said they would delete it altogether.

Some of the credit card companies DO NOT list their names on the reports (example: Bank One and Bank of America) so it is difficult to find them on the reports. Bank One is listed under First USA Bank and Bank of America is listed under Nations Bank. No where in the reports are they called Bank One or Bank of America, very confusing for the consumer. The card name should be listed with the name and address of the Bank issuing it.

In view of these facts, I would say they are NOT investigating consumer disputes and responding to consumers within the required time frame (usually 30 days).

I DO NOT see that they are furnishing complete information to consumer reporting agencies.

I do NOT think they are very prompt in correcting or deleting inaccurate (or incomplete) information, or information that cannot be verified.

Sincerely

Mrs. Ruth E. Shafel